

Technical Tip

Date: 24 March 2012

Business Communications Manager (BCM) 6.0 – Last Number Redial and Find Me Follow Me operation on analog trunks

Revision History		
Date	Revision #	Summary of Changes
24 March 2012	Original bulletin	This is the original publication

Change Description

Avaya would like to inform their customers of some operational changes to the BCM 6.0 product concerning the use of the following features over analog trunks:

- Find Me Follow Me (hereinafter referred to as FMFM)
- Last Number Redial (hereinafter referred to as LNR)
- Voice Activity Detection (hereinafter referred to as VAD)

In order to ensure correct operation of the LNR functionality, the VAD feature has been disabled by default and it needs to be enabled manually. As consequence of the disabled VAD feature, the FMFM over analog trunks feature will function differently. Users can still program analog trunks for FMFM but since not answer supervision is provided the desk set might stop ringing after about 2 cycles.

The changes have no impact to the operation of LNR or FMFM over digital or VoIP trunks.

Overview of Functional Changes

The key to the successful operation of FMFM feature is the for outgoing trunk to provide answer supervision to the BCM. Detection of a far end answer event triggers the BCM software to cease ringing the user's desk set and connect the call to the user's PSTN set (usually a cell phone).

Because loop start analog trunks do not provide any form of answer supervision, a new feature called the Voice Activity Detection (VAD) feature was developed to detect speech energy from the far end. This speech energy is interpreted as a far end answer and allows the FMFM feature to work with loop start trunks.

The VAD feature was introduced on BCM 6.0, and the default status of the VAD feature was "on."

For the VAD feature to work optimally, it is required that trunks have minimal echo. Excessive levels of echo may be misinterpreted as speech energy resulting in a premature “answer” being generated. The LNR feature would cease collecting digits prematurely, resulting in partially saved numbers.

Due to this potential interaction between the VAD feature and the LNR feature, a software change has been introduced with patch BCM450.R600.CORE-TELEPHONY-64 / BCM050.R600.CORE-TELEPHONY-64 and Smart Updates BCM450.R600.SU.System-009 / BCM050.R600.SU.System-009 which sets the default status of the VAD feature to “off.”

This means that, going forward a customer must first activate the VAD feature if they wish to use the FMFM feature on analog loop start trunks.

Scope

The operational changes apply to any BCM 6.0 product on the BCM50 or BCM450 platforms which has the following patches or later installed:

- BCM450.R600.CORE-TELEPHONY-64 / BCM050.R600.CORE-TELEPHONY-64 or
- Smart Update BCM450.R600.SU.System-009 / Smart Update BCM050.R600.SU.System-009.

Recommended Action

If, after applying any of the patches listed above, the customer wishes to use FMFM over analog trunks the VAD feature must be enabled manually.

To enable the VAD feature, perform the following steps. Please note that the VAD feature can only be enabled through Set Based Admin.

- Enter the set based admin by following steps F**CONFIG
- User ID: SETNNA
- Password: CONFIG
- Go to System programming -> AnlgTrks VAD> VAD If it is DISABLED then ENABLE it.
- Go to System programming -> AnlgTrks VAD> VAD Parameters-> Noise Floor and set the Noise floor value to 600. (Previous value was 10)

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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

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